CORE- Claims Inventory Statistics

Purpose:
The claims inventory statistics are emailed daily to the IME Core Help Desk. These numbers are used in the daily status report that is emailed to other IME staff members by the systems team.

Identification of Roles:
<u>Quality Analyst</u> – Submits the inventory statistics daily

<u>Operations Coordinator</u> – Serves as a back-up for submitting the inventory statistics

<u>Claims Research Examiner</u> – Serves as a back-up if the Quality Analyst and Operations Coordinator are unavailable

<u>Operations Team Lead and Operations Manager</u> – Ensure that the inventory stats are completed and emailed in a timely manner.

Performance Standards:
None

Path of Business Procedure:
Step 1: Sign on to OnBase

Step 2: Select Computer Output to Laser Disk (COLD) Reports from the Document Retrieval menu, the following reports will be used
   a. IAMC1000-R001-in COLD
   b. IAMC6500-R019-via email from OnBase

Step 3: Create a blank email to send the following information:
   a. Number of paper claims activated
   b. Number of EMC (Electronic Media Claims) activated
   c. Total suspended claims
   d. Total Core suspended claims

Step 3: Open IAMC1000-R001
   a. Enter the total Optical Character Recognition (OCR) claims from the report into the email
   b. Enter the total Electronic Media Claims (EMC) claims from the report into the email

Step 6: Using IAMC6500-R019 to complete the Report
   a. Enter the total number of suspended claims into the email
   b. Total the claims for all of the Core locations and enter the number into the email

Step 7: Send the email to the IME Core Help Desk

Forms/Reports:

IAMC1000-R001 – New HIPPA Front End Batch Report
IAMC6500-R019 – Suspense File Analysis by Claim Type

RFP References:

5.2.2.4.1.12

Interfaces:

None

Attachments:

None